



State of Utah

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DEPARTMENT OF TRANSPORTATION

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From: Thomas Leholm
To: ALL PROJECT ENG'S; Reg Const Eng's; Reg Contract Spec
Date: 9/17/03 8:52AM
Subject: IPAQ Repairs

If you have an IPAQ that needs repair/replacement, here is the process you need to follow.

Contact Compaq Technical Support @ 1-800-474-6836. Tell them you have an IPAQ that needs repair. They will ask you for your Model # and Serial Number, which is located on the back of your IPAQ, your mailing address and phone number. From the Serial No. they can tell if your unit is still under warranty so don't be afraid to ask. They will send you a postage pd. box to put your IPAQ in for shipment to their repair center. Once they figure out what is wrong and the repair cost, they will call you to see what you want to do. If you decide not to have it repaired, they will return it at no cost. I do not know how long it will take. We are sending a unit in next week and will track the turn around time.

We are in the process of purchasing 5 extra IPAQ's per Region. Your RCE will be responsible for distribution/use. The cost of repair/replacement will come from the RCE's current expense budget for now so please let them know what the costs will be before sending it in for repair.

If you have any questions let me know.

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